User Manual for

**Healthcare Provider Access to
Drug History**

Drug Profile Viewer System

**DECEMBER 27, 2013
VERSION 2.0**

Ontario

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1   Drug Profile Viewer Overview

Since 2005 the Drug Profile Viewer (DPV) System has provided clinicians with electronic access to the prescription drug claims of Ontario Drug Benefit (ODB) and Trillium Drug Program recipients. These prescription drug claims histories, maintained through the Ministry of Health and Long Term Care (MOHLTC) Health Network System (HNS), are accessible to authorized health care providers for the purpose of providing care.

The DPV System has been successfully deployed to Ontario hospitals with some expansion to include healthcare providers outside the hospital sector.

Access to the DPV System benefits both healthcare providers and ODB recipients by:

- Providing missing information if a patient is incapable or cannot remember his medications

- Providing a strong foundation when reconciling a patient's medication history

- Assisting health care providers to quickly identify and prevent harmful drug reactions

- Helping to ensure a patient's current medications are continued as needed

Disclosure of ODB data is governed by the implied consent provisions of the Personal Health Information Protection Act, 2004 (PHIPA). ODB recipients are notified of the purpose for which their ODB data may potentially be disclosed, and their option to withhold consent. The MOHLTC manages all inquiries, consent form correspondence and maintains records of consent withdrawal by ODB recipients.

A user will interact with the DPV System through a web browser. Upon provision of supporting user identification (user name and password), and authentication through the eHealth Ontario Portal (https://www.eHealthOntario.ca), users will be able to access the DPV System. Once a user has logged in and selected the DPV System link, the user will either be presented with the Terms of Use and Disclaimer of the application or an ODB recipient search screen, depending on the last time the user accepted the Terms of Use. The user will be required to periodically review and accept the Terms of Use and Disclaimer of the application. Upon acknowledgement and acceptance of the Terms of Use & Disclaimer screen, users will be presented with an ODB recipient search screen that will enable users to access drug claims history information for an individual patient using either the patient's Health Number or patient search criteria (name, date of birth, and sex). Upon review and validation of the patient information and identification of the drug history search criteria, users will be presented with the search results. The DPV System will allow the user to view and print patient drug claims information. A patient's information will no longer be available once the system has timed out, or after the user has logged off or performed a new ODB recipient search.

Through the DPV System, users will be able to:

1. Search ODB recipients & view list of ODB recipient(s) (Only those who correspond to search criteria)

    a. Primary Search (using a patient's Health Number)

    b. Alternate Search (using patient search criteria including name, date of birth, and sex)

2. View the ODB Drug Claims History of a selected patient

    a. Summary View (default view)

    b. Detail View

    c. Generic Drug View

3. Print Drug Claims History

4. Reinstate Temporary Consent under certain circumstances

5. View application in both the English and the French languages.

Please note that the screen shots of the DPV System throughout this document contain mock patient data.

2 Bilingual Drug Profile Viewer Application

The Drug Profile Viewer supports both the English and the French languages. The DPV System user can toggle between the English and the French language by clicking on the **<Français>** or **<English>** links available on the top right corner of each DPV System screen.

Based on the DPV System user language preference, the DPV System screens headings and field labels will be displayed in the selected language on screens and reports. It is important to note that all the data values retrieved from the HNS database - primarily recipient Search Results and Drug History details - will only be available in the English language.

The DPV System application will always display the original legal name of the hospital corporation irrespective of the DPV System user's selected language.

3 Navigating DPV System

Below is a list of buttons featured throughout the DPV System. These will help you navigate the system.

Button	Function	Explanation
Log In	Log in	After typing in the user name and password, a user will click on Log In to enter the portal.
_	Minimize	Minimizes the active window and collapses the window to an icon
▢	Maximise	Maximizes the active window
✕	Close	Closes the active window
Print Report	Print Report Button	Opens the Print dialogue window to print user friendly Summary, Detail, or Generic drug history view screens.
Scroll bar	Scroll bar	The scroll bar enables you to navigate quickly up and down the window.
New Recipient Search	New Recipient Search	Click on this navigation button to initiate a new ODB recipient search. This button exists on multiple screens and can be found on the ODB Search Results page, and the Summary View, Detail View, and Generic Drug View pages.
Submit	Submit	User will click on the Submit button when submitting patient's temporary consent.
Search	Search	User will click on the Search button after entering the Health Number (primary search) or patient search criteria (Alternate Search) to initiate the ODB recipient search on the ODB Search page
Reset	Reset	Click on the Reset button to clear the entries the user has entered into the field on the page
Cancel	Cancel	Use the Cancel button to cancel the temporary reinstatement of consent.
◀◀ ▶▶	Previous Page / Next Page	To navigate to the previous and next page while going through multiple pages of an ODB recipient's Drug Claims History (e.g. Summary View, Detail View, or Generic Drug View) and the ODB Search Results.
Close or Close	Close	Click on the Close button or 'close' link to close the DPV System application and permit the user to exit from the application.
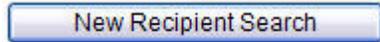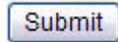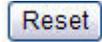
Button	Function	Explanation
<u>Print</u>	Print Link	Opens the Print dialogue window to print DPV System screens
<u>Français</u>	French Link	Click on the <Français> link to toggle from the English DPV System to the French DPV System.
<u>English</u>	English Link	Click on the <English> link to toggle from the French DPV System to the English DPV System.

3.1 Keyboard Shortcuts

Tab	Using the Tab button moves the user through all active controls (including radio buttons, text fields, hyperlinks, and the URL address). Navigation between option buttons is accomplished by arrow buttons.

4 Accessing the DPV System

A user will access the DPV System through a web browser via the eHealth Ontario (eHO) Managed Private Network (MPN). DPV System users will be assigned user names and passwords upon completion of the registration process with eHO. To sign on to the DPV System, the user will be asked to provide a user name and password, and will be authenticated through the eHealth Ontario Portal (https://www.eHealthOntario.ca).

As a user of the DPV System, you will:

1. Launch the eHealth Ontario Portal (https://www.eHealthOntario.ca) & click on LOG IN

Click [Sign In]

2. Type in user Name and Password and click **<Log In>**.
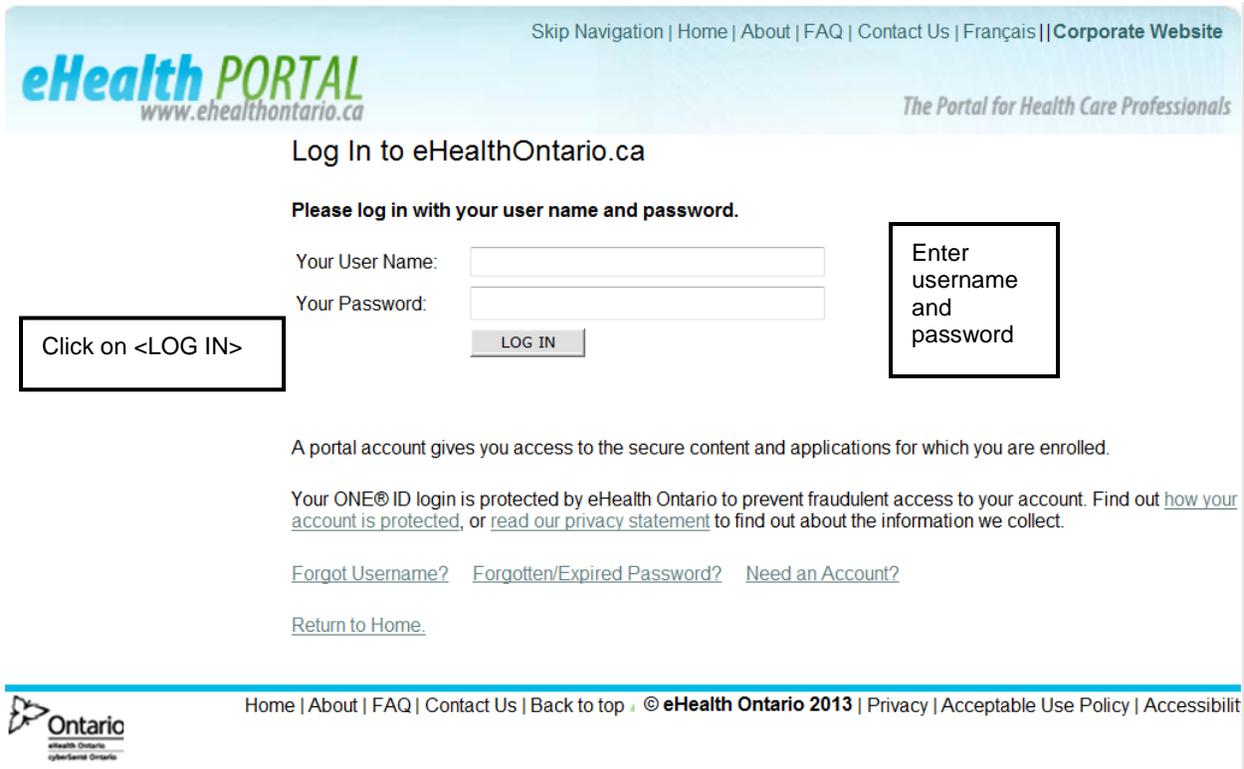
Enter username and password

Click on <LOG IN>

3. After logging in, the user will click the Drug Profile Viewer link on the left side to launch the DPV System.

Click on the <Drug Profile Viewer> link

Once the user has logged in and selected the DPV System link, the user will either be presented with the Terms of Use and Disclaimer of the application or the ODB recipient search screen, depending on the last time the user accepted the Terms of Use. The user will be required to periodically review and accept the Terms of Use and Disclaimer of the application. The default period is set to a 60 (calendar) days from the last time the user accepted the terms of use.

4. If it is the first time the user is accessing the DPV System or the 60 day acceptance period has expired, the Terms of Use and Disclaimer will be displayed. The portal page is still available in the background if you minimize the DPV System page. (See section 10 of the DPV User Manual to view the entire text of the DPV System Terms of Use and Disclaimer).

The user may click on the 'Terms of Use' link to jump to the **Terms of Use** section of the document, or the 'Disclaimer' link to jump to the **Disclaimer** section of the document.

5. After reading the Terms of Use and Disclaimer, a user can click the link at the bottom right hand corner **<Terms of Use/Disclaimer>** to view the printer-friendly version of the Terms of Use and Disclaimer

6. User can choose to print the Terms of Use and Disclaimer by clicking on **<Print>**

DRUG PROFILE VIEWER SYSTEM

TERMS OF USE & DISCLAIMER

The Ministry of Health and Long-Term Care (the "Ministry") has developed the Drug Profile Viewer (DPV) System to provide authorized health care providers with secure and timely access to the prescription drug claims information of patients who are Ontario Drug Benefit (ODB) recipients and who have not withdrawn consent to the disclosure of this personal health information ("ODB Data").

Your sponsoring organization has entered into an Agreement with the Ministry to implement the DPV System in order to assist its health care providers to identify and prevent adverse drug reactions and to support the provision of timely and appropriate health care.

By selecting the "I Agree" button, you are agreeing to accept and adhere to the following terms and conditions of access and use of the DPV System.

1. By logging into the DPV System, you represent and warrant to the Ministry that you are an Authorized User of the DPV System and have thereby satisfied the following preconditions of access:

   (a) you have signed an Authorized User Agreement as provided by your sponsoring organization(s);
   (b) you have been enrolled by the Smart Systems for Health Agency (SSHA) as an authorized user of the DPV System; and
   (c) you have agreed to abide by the terms and conditions of acceptable use imposed by the SSHA in respect of its products and services and the technology infrastructure used by the SSHA to provide such products and services.

2. As an Authorized User of the DPV System, you agree to:

   (a) comply with all applicable laws, rules or regulations, judicial decisions, administrative orders, or other decisions or enactments pertaining to the protection and confidentiality of personal health information including, but not limited to, the *Personal Health Information Protection Act, 2004*, S.O. 2004, c.3 Sched. A (PHIPA) and all regulations thereunder, as may be amended from time to time;

   (b) comply with the terms and conditions of the written Authorized User Agreement for the DPV System including, but not limited to, the following:

   - you will use only your own user name and password to access and use the DPV System;

   - you will not disclose your password to anyone including other Authorized User of the DPV System;

   - you will not allow others to use the DPV System while you are logged in and you shall ensure that you are logged out after each session of use;

   - in the event that you suspect that the security of your password has been compromised, you shall notify the system administrator of your sponsoring organization(s) and change your password as soon as reasonably possible;

   - you shall access the DPV System only for the purpose of providing health care to ODB recipients or providing services which will facilitate, support or assist in the provision of health care to ODB recipients seeking care at your sponsoring organization;

   - you shall only access the DPV System within the sponsoring organization (s) with whom you have entered into an Authorized User Agreement;

   - you will not gain or attempt to gain electronic access to ODB Data other than through your sponsoring organization's connection to the SSHA Managed Private Network;

   - you will take reasonable steps to prevent the loss or theft of ODB Data and to prevent access to ODB Data through the DPV System by persons other than Authorized Users;

   - in the event that ODB Data is stolen or lost or if ODB Data is accessed through the DPV System by persons other than Authorized Users ("Incident"), you shall report the Incident to the appropriate authority within your sponsoring organization(s) at your first reasonable opportunity;

   - you will not use the Temporary Consent Reinstatement feature of the DPV System to access an ODB recipient's ODB Data unless the express consent of that ODB recipient (or her/his substitute decision-maker) has been obtained and recorded in the DPV System (NB: the Ministry issues follow-up notices to all ODB recipients whose consent is reinstated during an episode of care);

   - you will provide all assistance your organization may request in regard to any relevant privacy concern, including complaints of individuals, and complaints and reviews conducted by the Information and Privacy Commissioner of Ontario .

3. Audit trail information in respect of all DPV System activity will be available to your sponsoring organization(s) and the Ministry.

4. If the Ministry, in its sole opinion acting reasonably, finds that you have breached a condition of the Authorized User Agreement, the Ministry may require your sponsoring organization(s) to terminate your status as an Authorized User.

5. DISCLAIMER The Ministry makes no warranties, representations, conditions, promises or indemnities of any kind, express or implied, statutory or otherwise, with respect to the operation of the DPV System or accessibility of ODB Data. The Ministry makes no warranties, representations, conditions, promises or indemnities of any kind, express or implied, regarding the accuracy, completeness, reliability, currency or veracity of the ODB Data accessible through the DPV System and assumes no liability for any diagnostic, treatment, health care decision or any other decision or action taken by any person using the ODB Data. The ODB Data that is accessible through the DPV System:

   (a) is limited to information related to those drug claims that pharmacies have submitted to Ontario to date in respect of ODB recipients for approved drug products of the ODB Program;
   (b) is only that portion of the drug claim information that the ODB recipient has consented to release; and
   (c) may not necessarily contain all of the current medications that the   ODB recipient may be utilizing at any time.

The inclusion of a drug claim in the DPV System drug claims profile of a patient means that the claim has been submitted to the Ministry by the dispensing pharmacy but does not imply that the patient has picked up the medication from the dispensing pharmacy or that the patient is taking the medication as prescribed. This information is advisory only and is not intended to replace sound clinical judgment in the delivery of health care services.

The Ministry shall not be liable to you or any other person, for any losses, expenses, costs, damages or liabilities or any causes of action, actions, claims, demands, lawsuits or other proceedings in any way based upon, occasioned by, attributable to, or arising out of this Agreement, by reason of your use of the DPV System and ODB Data, or any failure by you to comply with this Agreement.

Close   Print   ← To print Terms of Use and Disclaimer

7. After clicking on the **<Print>** link, the Terms of Use/Disclaimer will be sent to print or the Print dialogue window will show. If the Print dialogue window appears, click on **<Print>.** The Terms of Use and Disclaimer will be printed

Click <Print> to send Terms of Use/ Disclaimer your printer
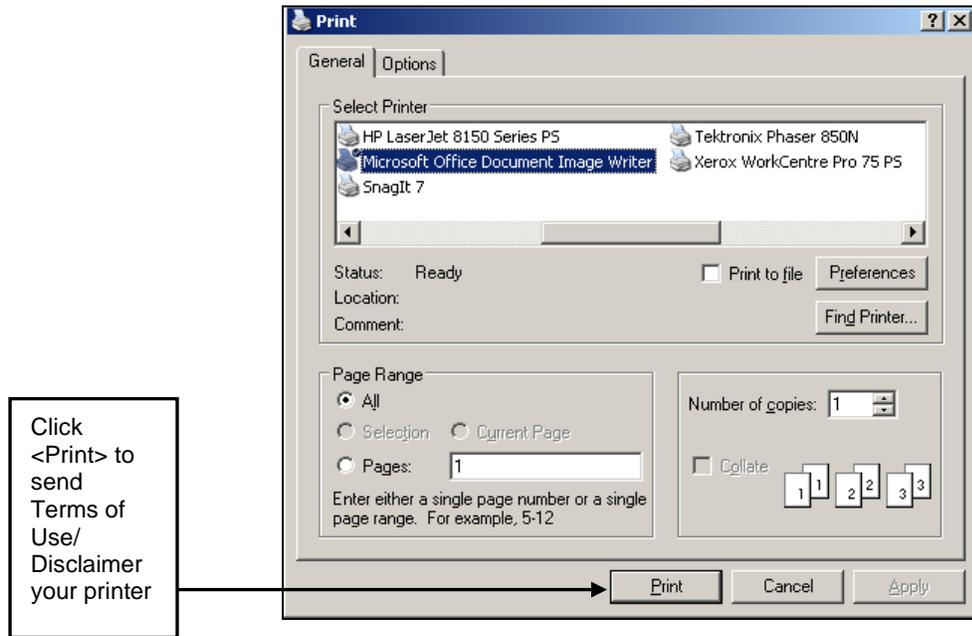
8. Click **<Close>** to close the printer version of the Terms of Use and Disclaimer

9. The user can click **<I understand and agree to the Terms of Use and Disclaimer>** or click on **<I do not agree>.** If a user chooses to click on **<I do not agree>**, the DPV System application window will close, and the user will return to the portal
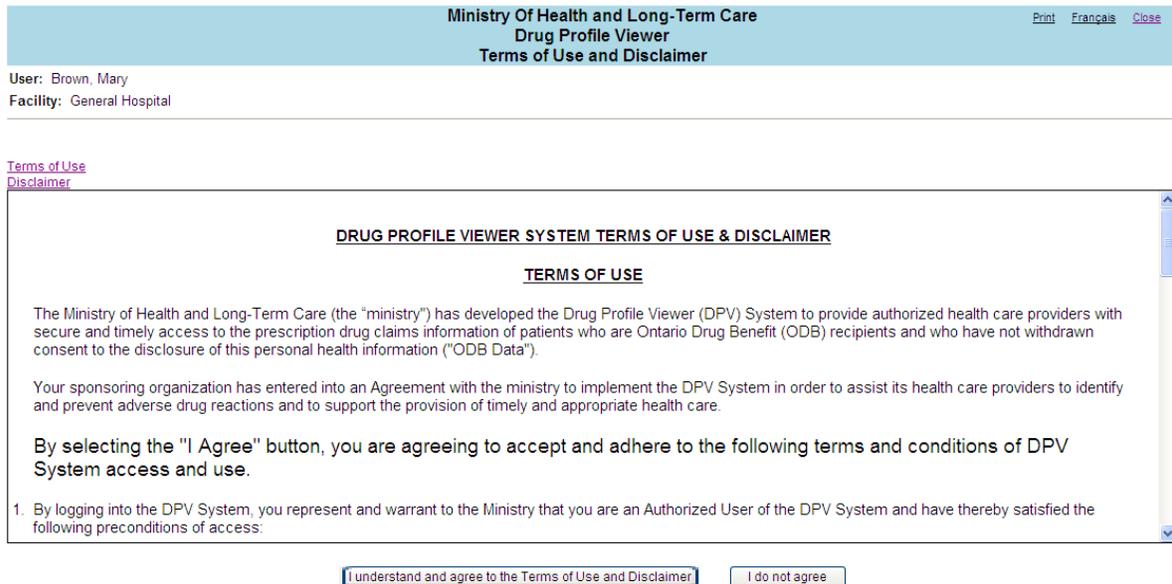
To accept the Terms of Use and Disclaimer click on <I understand and agree to the Terms of Use and Disclaimer>

10 Minimize the DPV System to get back to the Portal.

This portal page will remain in the background while the Terms of Use & Disclaimer will stay in the foreground. Users will be able to run multiple instances of the DPV System at the same time. Click on the **<Drug Profile Viewer>** or <Launch Drug Profile Viewer System> links to launch additional instances of the DPV System.

Click on <**Drug Profile Viewer**> or <**Launch Drug Profile Viewer System**>

Ontario

eHealthOntario.ca
Ontario's Health Care Information Exchange

Home | FAQs | Help | Contact Us | About Us | Français

Password Maintenance | LOG OUT

Home | Drug Profile Viewer

Alzheimer Knowledge Exchange (AKE)

Continuing Care e-Health

Drug Profile Viewer

Emergency Management

Health System Information Exchange (HSIE)

Important Health Notices

Mental Health and Addictions

OHISC

Operation Health Protection

Seniors Health Research Transfer Network (SHRTN)

Training and Support Centre (eHO)

Drug Profile Viewer System

Welcome to the Drug Profile Viewer (DPV) System. The DPV System enables the ministry to share prescription drug claims histories of Ontario Drug Benefit (ODB) recipients (including Trillium Drug Program) with health care providers for the purpose of providing care, unless the individual has withdrawn consent to this disclosure of personal health information.

If you need assistance with or have questions regarding the DPV System, please call:

the e-Health Ontario support desk at 1-877-346-2244

For additional information on the DPV System, please see www.health.gov.on.ca

Launch Drug Profile Viewer System

(This application launches in a new window.)

Ontario

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5 User Session Expiry

If the DPV System application is idle for 60 minutes, the DPV user session will expire. When the user returns to use the application and clicks within the session window, the user will be presented with a timeout Login Page.

1. The DPV System Login form will be displayed within the DPV System window. The user ID field will be automatically pre-populated with the user ID of the user of the expired session.

2. Type in **Password** (or User Name and Password if a different user was previously logged in)

3. Click **<LOG IN>**

4. The Terms of Use and Disclaimer of the application or the ODB recipient search screen will be displayed, depending on whether the 60 day acceptance period has expired since the session ended.

6   List of DPV System Functionalities

Once in the DPV System the user may perform a number of functions. The DPV System functionalities are listed below:

1. Search ODB recipients

    i.   Primary Search (using an ODB recipient's Health Number)

    ii. Alternate Search (using ODB recipient search criteria)

2. View list of ODB recipient(s) (only those who correspond to search criteria)

3. View the ODB Drug Claims History of selected ODB recipients

    i.   Summary View (default view)

    ii. Detail View

    iii. Generic Drug View

4. Print Drug Claims History

5. Reinstate Temporary Consent under special circumstances

The following sections will describe in detail the steps to follow to perform the different DPV System functionalities. Please refer to the *DPV Quick Reference* pamphlet for an overview of DPV System functionalities.

6.1   Search ODB Recipients

Once a user is in the DPV System, the user will be able to search for an ODB recipient using a Primary Search or Alternate Search feature. The Primary Search requires the user to have the ODB recipient's Health Number, which uniquely identifies the individual. When performing a Primary Search, the Search Results Page will show a single ODB recipient. In the event that the user does not have the ODB recipient's Health Number, the user may search for the recipient by providing patient search criteria. When performing an Alternate Search, the Search Results Page will show a complete list of ODB recipients who match the patient search criteria provided by the user.

6.1.1   Primary Search

The Primary Search permits the user to perform a search for an ODB recipient using the ODB recipient's Health Number. When performing a Primary Search, the Search Results Page will show only a single ODB recipient.

To perform a primary search, the user will:

1. Select the radio button next to **Primary Search**

2. Enter the ODB recipient's 10 digit Health Number in the **Health Number** field

3. Click on <**Search>**

Select radio button

Enter patient Health Number

Click <Français> to view recipient Search in French.

Ministry Of Health and Long-Term Care
Drug Profile Viewer
ODB Recipient Search

Print   Français   Close

User: Brown, Mary
Facility: General Hospital

⦿ Primary Search
    Health Number: 1006602609

◯ Alternate Search
    Last Name:
    First Name (Or Initial) : (Optional)
    Date of Birth:(YYYY/MM/DD)   /   /
    Sex:

                    Search   Reset

Ontario

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1.5.0.0

Click Search

Ensure that the Health Number is correctly entered. If an invalid Health Number is used, the following message will be displayed.

ODB Recipient Search - Microsoft Internet Explorer provided by MOHLTC

File   Edit   View   Favorites   Tools   Help

Ministry Of Health and Long-Term Care
Drug Profile Viewer
ODB Recipient Search

Print   Français   Close

User: Brown, Mary
Facility: General Hospital

* **Invaild Health Number**

⦿ Primary Search
    Health Number: 9999999999

◯ Alternate Search
    Last Name:
    First Name (Or Initial) : (Optional)
    Date of Birth:(YYYY/MM/DD)   /   /
    Sex:

                    Search   Reset

Ontario

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1.5.0.0

Symbol displayed if there is an error

Message if invalid Health Number is used

After performing a Primary Search, a user will see the single ODB recipient who matches the criteria provided in the search (one entry for the primary search). The following screen shot points out the areas of the ODB Search Results page.

Search Parameters indicate the criteria that was entered in the search fields to generate the list of ODB recipients

Search Date / Time: indicate the date and time that this search was performed

Click <Français> to view recipient Search Results in French.

Ministry Of Health and Long-Term Care
Drug Profile Viewer
ODB Search Results

Print   Français   Close

User: Brown, Mary
Facility: General Hospital

Search Parameters -   **Health Number:** 1006602609
Search Date/Time: Aug 22, 2005 1:14:32 PM

New Recipient Search

Select correct entry to view Drug History Summary   Record 1 to 1 of 1

#	Health Number	Full Name	Address	Date Of Birth	Sex
1	1006602609	YATEC, SHARON	4 CATARAQUI ST KINGSTON, ON K7K1Z7	Jan 12, 1930 Age: 75	Female

Record 1 to 1 of 1

Ontario

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1.5.0.0

For each entry, the patient's health number, full name, address, date of birth, age and sex (female, male, or unknown) will be displayed.

<**New Recipient Search**>: Click on this navigation button in order to initiate a new recipient search. This will redirect user to the ODB Recipient Search page (see previous section)

6.1.2 Alternate Search

If a user does not have the ODB recipient's Health Number, the user may search for the recipient by providing patient search criteria. The **mandatory fields** are: Last Name, Date of Birth, and Sex. The user may also provide the ODB recipient's first name or first initial. When performing an Alternate Search, the Search Results Page will show a complete list of ODB recipients who match the patient search criteria provided by the user.

To perform an Alternate Search, the user will:

1. Select the radio button next to **Alternate Search**

2. Enter the ODB recipient's Last Name, Date of Birth, and Sex (note that these are mandatory fields to perform an Alternate Search).

    i. User may choose to also enter the ODB recipient's first name or first initial. (*Please note that the user may prefer to use first initial as exact matches are provided for all other searches*)

3. Click on **<Search>**

Select radio button

Ministry Of Health and Long-Term Care
Drug Profile Viewer
ODB Recipient Search

Print   Français   Close

User: Brown, Mary
Facility: General Hospital

○ **Primary Search**

Health Number:

◉ **Alternate Search**

Last Name: YATEC

First Name (Or Initial) : (Optional)

Date of Birth:(YYYY/MM/DD)   1930 / 01 / 12

Sex: Female ▾

[Search] [Reset]

◁ Ontario

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1.5.0.0

Click <Search>

Enter patient's Last Name, Date of Birth, and Sex (note that these are mandatory fields to perform an alternate search).

The user should ensure that the Date of Birth used to perform the search is *valid* and that the Last Name, Sex, and Date of Birth fields are entered. If an invalid Date of Birth is used or the Last Name, Sex, and Date of Birth fields are left empty, the following corresponding messages will be displayed.

ODB Recipient Search - Microsoft Internet Explorer provided by MOHLTC

File Edit View Favorites Tools Help

Ministry Of Health and Long-Term Care
Drug Profile Viewer
ODB Recipient Search

Print   Français   Close

User: Brown, Mary
Facility: General Hospital

* Last Name is a required field
* Invalid Year
* Invalid Month
* Invalid Day
* Sex is a required field

○ **Primary Search**

Health Number:

◉ **Alternate Search**

Last Name: ↻

First Name (Or Initial) : (Optional)   ↻

Date of Birth:(YYYY/MM/DD)   ___ / ___ / ___   ↻ ↻ ↻

Sex: ▾   ↻

[Search] [Reset]

◁ Ontario

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1.5.0.0

Error message

Symbol/s displayed if there is an error

After performing an Alternate Search, a list of ODB recipients who match the search criteria will be displayed on the **ODB Search Results** page. Please note that the search results page may show multiple entries if the user is performing an Alternate Search.

The following screen shot points out the areas of the ODB Search Results page.

Search Parameters indicate the criteria that was entered in the search fields to generate the list of ODB recipients

Search Date / Time: indicate the date and time that this search was performed

SearchResult - Microsoft Internet Explorer provided by MOHLTC

File   Edit   View   Favorites   Tools   Help

Ministry Of Health and Long-Term Care
Drug Profile Viewer
ODB Search Results

Print   Français   Close

User: Brown, Mary
Facility: General Hospital

Search Parameters -   **Last Name:** YATEC **First Name: Date of Birth:** Jan 12, 1930 **Sex:** Female

Search Date/Time: Aug 17, 2005 11:09:35 PM

New Recipient Search

Select correct entry to view Drug History Summary   Record 1 to 4 of 4

#	Health Number	Full Name	Address	Date Of Birth	Sex
1	5000346659	YATEC, ANNA	44 PARK AVE TORONTO, ON L5A 4V5	Jan 12, 1930 Age: 75	Female
2	3000346654	YATEC, PAULINE	GENERAL DELIVERY THORNBURY, ON N0H 2P0	Jan 12, 1930 Age: 75	Female

For each entry, the patient's health number, full name, address, date of birth, age and sex (female, male, or unknown) will be displayed.
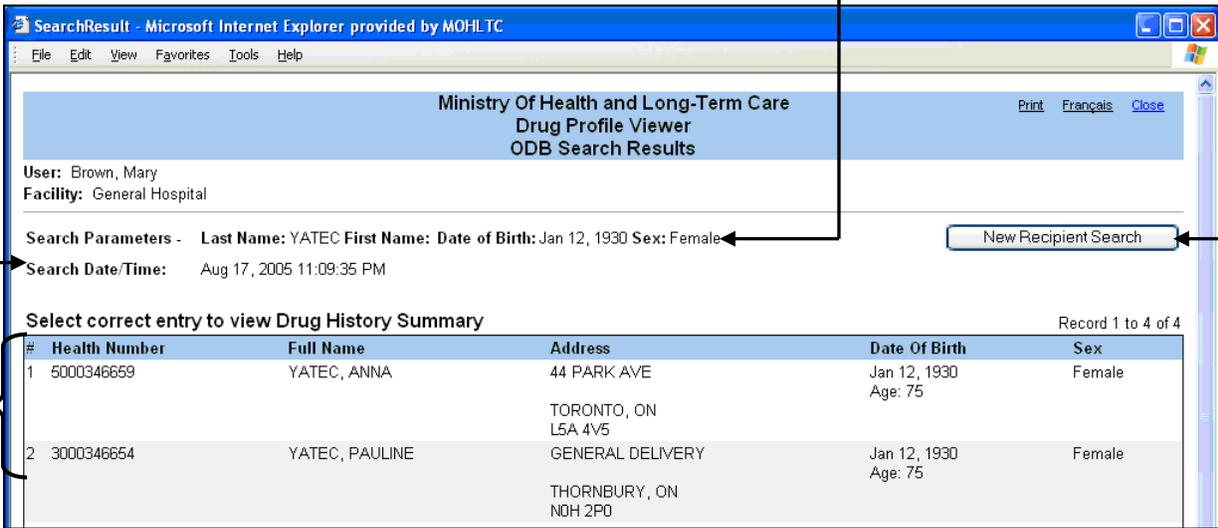
<**New Recipient Search**>**:** Click on this navigation button in order to initiate a new recipient search. This will redirect the user to the ODB Recipient Search page (see previous section).

6.2 View the ODB Drug Claims History

After performing an ODB recipient Search and viewing the list of ODB recipients, the user can select a particular ODB recipient's Drug Claims History View. Note that when using the primary search feature, only a single ODB recipient will be displayed and when using the alternate search feature multiple entries of ODB recipients who match the selection criteria entered may be displayed.

This section will describe the steps the user will follow to navigate to the three Drug Claims History Views. The user has three options to view the Drug Claims History:

1. Summary View: the drug claims summary will be grouped by generic drug name and strength in chronological order by dispense date;

2. Detailed View: all drug claims dispensed during the selected timeframe will be displayed in chronological order by dispense date;

3. Generic Drug View: drug claims history of the specific generic drug will be displayed in chronological order by dispense date.

To view a particular ODB recipient's Drug Claims History, a user will:

1. On the ODB Search Results Page, click on the **<Health Number>** link or **<Full Name>** link of the particular ODB recipient whose ODB Drug Claims History the user would like to view

Clicking on the **<Health Number>** or **<Full Name link>** of the required ODB recipient will display the ODB Drug Claims History in a summarized format.

6.2.1 Summary View (Default View)

When a user has selected the specific ODB recipient's Drug Claims History, the Summary View will be displayed as the default view. The Summary View is comprised of all the ODB recipient's drug claims history for the past 100 days (from the search date) grouped by generic name and strength in chronological order by dispense date.

Default View shows claims for the past 100 days

Summary Report is being displayed

Click <Print> to print Drug History Summary screen.

When the Summary View is being displayed, the Summary Report tab (active tab) is disabled.

The default claims reporting period for the ODB Claims Summary View is 100 days. Using the radio buttons provided under the View, the user has the ability to select alternate views of the ODB recipient's drug claims history over different time periods:

To view the pharmacologic-therapeutic classification and sub-classification of the prescription drug dispensed, Click on the Therapeutic Classification Icon:

Therapeutic Classification Icon

To view the name and phone number of the prescriber and the pharmacy that provided the prescription, click on the Provider Icon:

Provider Icon

Column Name	Column Description
#	Sequential Record number in the present view
Dispense Date	Transaction date on which the prescription drug was dispensed
Generic Name	Non-proprietary name or generic name of the drug dispensed
Strength	Amount of active ingredient in the prescription drug dispensed
Dosage Form	Pharmaceutical dosage form of the drug dispensed (e.g. tablet, capsule, injection)
Brand Name	Brand name of the prescription drug dispensed
Quantity	Quantity of medication dispensed
Est. Days Supply	Estimated number of days of treatment based on the directions for use on the prescription and the pharmacists judgment on usage. *Note: Estimating usage accurately is not possible for some prescriptions (e.g. "PRN", Topical medication)*
Additional Info	**Therapeutic Classification / sub – classification:** Pharmacologic-therapeutic classification and sub-classification of the prescription drug dispensed **Provider Information:** Name and phone number of the prescriber and pharmacy that provided the prescription
Claims	Number of prescription drug claims for a specific generic drug

6.2.2 Detail View

From the Summary View, a user can choose to view the claims in the Detail View over the last 100 days in chronological order. When a user selects the Detail View, all prescriptions dispensed during the same timeframe will be displayed in chronological order by dispense date.

To view the ODB Drug History Claims Detail View, the user will:

1. Click on the **Detail Report** tab on the ODB Drug History Claims Summary View page

The **ODB Drug History Claims Detail** page will be displayed.

When the Detail View is being displayed, the <Detail Report> tab (active tab) is disabled.

The user has the ability to select alternate views of the ODB recipient's drug claims history over different time periods:

To view the pharmacologic- therapeutic classification and sub-classification of the prescription drug dispensed, click on the Therapeutic Classification Icon:

[As shown in the summary view screen in section: 5.2.1]

To view the name and phone number of the prescriber and the pharmacy that provided the prescription, click on the Provider Icon:

[As shown in the summary view screen in section: 5.2.1]

Column Name	Column Description
#	Sequential Record number in the present view
Dispense Date	Transaction date on which the prescription is provided
Generic Name	Non-proprietary name or generic name of the drug dispensed
Strength	Strength of the drug; Amount of active ingredient in the prescription drug dispensed
Dosage Form	Pharmaceutical dosage form of the drug dispensed (e.g. tablet, capsule, injection)
Brand Name	Brand name of the prescription drug dispensed
Quantity	Quantity of medication dispensed
Est. Days Supply	Estimated number of days of treatment based on the directions for use on the prescription and the pharmacists judgment on usage. *Note: Estimating usage accurately is not possible for some prescriptions (e.g. "PRN", Topical medication*
Additional Info new icons	**Therapeutic Classification / sub – classification:** Pharmacologic-therapeutic classification and sub-classification of the prescription drug dispensed **Provider Information:** Name and phone number of the prescriber and pharmacy that provided the prescription

6.2.3   Generic Drug View

From the **Summary View** or **Detail View**, a user can choose to view a Detailed View of a **specific Generic Drug**. This will allow the user to view a list of prescriptions of the selected generic drug in chronological order by dispense date. This section will describe the steps to follow to get to the Generic Drug View from the Summary View and the Detail View.

From the **Summary View**, to view the details of a specific generic drug, a user will:

1.   Click on the link of the desired generic drug

After clicking on the generic drug, the user will have the details of the drug history claims for a selected generic drug. (See following screen shot).

This displays the **Detailed View** of the generic drug, Morphine Sulfate

Click <Print> to print Generic Drug History screen.

When the Generic Drug View is being displayed, the <Generic Name Report> tab (active tab) is disabled.

The user has the ability to select alternate views of the ODB recipient's drug claims history over different time periods

From the **Detail View**, to view the details of a specific generic drug, a user will:

2. Click on the link of the desired generic drug

Click on generic drug link name (in Detail View)

🗔 Drug History Claims Detail - Microsoft Internet Explorer provided by MOHLTC

File   Edit   View   Favorites   Tools   Help

Ministry Of Health and Long-Term Care
Drug Profile Viewer
ODB Drug History Claims Details

Print   Français   Close

User: Brown, Mary
Facility: General Hospital

Patient Name:	YATEC, SHARON	**View:** ○ 30 days
Health Number:	1006602609	⦿ 100 Days
Search Date/Time:	Aug 22, 2005 1:15:17 PM	○ 180 Days
Claim Report Period:	May 14, 2005 - Aug 22, 2005	○ 365 Days
Drug History As At:	Aug 19, 2005 11:06:00 AM	

New Recipient Search

Print Report

WARNING: May not reflect all medications, limited to available ODB claims.

Summary Report	**Detail Report**							Record 1 to 69 of 70
#	**Dispense Date**	**Generic Name (for history click name)**	**Strength**	**Dosage Form**	**Brand Name**	**Quantity**	**Est. Days Supply**	**Additional Info**
1	Jul 31, 2005	DICLOFENAC SODIUM	100MG	Sup	Voltaren	10	5	
2	Jul 30, 2005	PIROXICAM	20MG	Sup	Feldene	30	15	
3	Jul 28, 2005	MORPHINE HCL	20MG	Sup	M.O.S.	10	5	
4	Jul 26, 2005	HYDROMORPHONE HCL	10MG/ML	Inj Sol-1mL Pk	Dilaudid-HP	10	5	
5	Jul 25, 2005	MORPHINE SULFATE	50MG/ML	Inj Sol-1mL Pk	Morphine HP-50	10	1	
6	Jul 24, 2005	MORPHINE HCL	10MG	Sup	M.O.S.	20	10	
7	Jul 24, 2005	METHOTREXATE SODIUM	20MG/2ML	Inj Sol-2mL Pk	Methotrexate Sodium	10	1	
8	Jul 23, 2005	PIROXICAM	10MG	Sup	Feldene	20	20	

After clicking on the generic drug, the user will have the details of the drug history claims for a selected generic drug.

6.3 Print ODB Recipient's Drug Claims History

A user can print the ODB recipient's Drug Claims History from the Summary View, Detail View, or Generic Drug View. The Summary View, Detail View, and Generic Drug View all have the Print Report button. This section describes the steps to follow to print a report of an ODB recipient's Drug Claims History.

Click on <Print Report> button to print report

Click <Print> to print Drug History Summary screen.

Drug History Claims Summary - Micros

File Edit View Favorites Tools Help

Ministry Of Health and Long-Term Care
Drug Profile Viewer
ODB Drug History Claims Summary

Print   Français   Close

User: Brown, Mary
Facility: General Hospital

Patient Name:	YATEC, SHARON	View: ○ 30 days
Health Number:	1006602609	⊙ 100 Days
Search Date/Time:	Aug 22, 2005 1:15:17 PM	○ 180 Days
Claim Report Period:	May 14, 2005 - Aug 22, 2005	○ 365 Days
Drug History As At:	Aug 19, 2005 11:06:00 AM	

[New Recipient Search]

[Print Report]

WARNING: May not reflect all medications, limited to available ODB claims.

Summary Report   Detail Report   Record 1 to 60 of 60

#	Dispense Date	Generic Name (for history click name)	Strength	Dosage Form	Brand Name	Quantity	Est. Days Supply	Additional Info	Claims
1	Jul 31, 2005	DICLOFENAC SODIUM	100MG	Sup	Voltaren	10	5		1
2	Jul 30, 2005	PIROXICAM	20MG	Sup	Feldene	30	15		3
3	Jul 23, 2005	PIROXICAM	10MG	Sup	Feldene	20	20		1
4	Jul 28, 2005	MORPHINE HCL	20MG	Sup	M.O.S.	10	5		1
5	Jul 24, 2005	MORPHINE HCL	10MG	Sup	M.O.S.	20	10		1
6	Jul 26, 2005	HYDROMORPHONE HCL	10MG/ML	Inj Sol-1mL Pk	Dilaudid-HP	10	5		1
7	May 29, 2005	HYDROMORPHONE HCL	50MG/ML	Inj	Dilaudid-XP	12	5		2
8	May 27, 2005	HYDROMORPHONE HCL	20MG/ML	Inj	Dilaudid-HP-Plus	10	4		1
9	Jul 25, 2005	MORPHINE SULFATE	50MG/ML	Inj Sol-1mL Pk	Morphine HP-50	10	1		2

Once the Print Report button has been clicked, the ODB recipient's Drug Claims History will be printed or the Print dialogue window will be displayed. If the Print dialogue window is displayed, follow the next steps.

Select printer

Click preferences to change printing preferences

Select 'All'

To print an ODB Drug Claims History, a user will

1. Select the printer
2. Click the radio button **All** in the Page Range
3. Change the **<Preferences>** if necessary by clicking on the **<Preferences>** button. Users will be able to make changes to printing preferences. Recommended printing preferences are:

    a. Page size : 8 ½ X 11

    b. Page orientation : portrait

The following screens represent the format for the print screens for the ODB Drug Claims History for the Summary View, Detail View, or Generic Drug View.

ODB Drug Claims History (Summary View)

Ministry Of Health and Long-Term Care Drug Profile Viewer
Drug Claims Summary - YATEC, S. J.

Full Name: YATEC, SHARON JUNE
Address: 4 CATARAQUI ST
          KINGSTON, ON
          K7K1Z7

Health Number: 1006602609
Date of Birth: Jan 12, 1930
Age: 75
Sex: Female

Warning: May not reflect all medications, limited to available ODB claims

Record 1 to 60 of 60 Total Records

#	Dispense Date	Generic Name, Strength & Dosage Form	Qty	Brand Name	Est. Days Supply	Claims
1	Aug 25, 2005	BROMOCRIPTINE 5MG Cap	1	Parlodel	1	2
				O'NEIL, WILLIAM EARL'S AGENCY - RETAIL PHARM - CC	4 163035655 4 168006292	
2	Aug 25, 2005	CAPTOPRIL 100MG Tab	1	Gen-Captopril	1	3
		HYPOTENSIVE DRUGS (FOR DIURETICS SEE 40.28)		O'NEIL, WILLIAM EARL'S AGENCY - RETAIL PHARM - CC	4 163035655 4 168006292	
3	Aug 25, 2005	CHOLESTYRAMINE RESIN Oral Pd-42 Dose Pk	1	Novo-Cholamine Light	1	1
		ANTILIPEMIC DRUGS		O'NEIL, WILLIAM EARL'S AGENCY - RETAIL PHARM - CC	4 163035655 4 168006292	
4	Aug 25, 2005	CIPROFLOXACIN 250MG Tab	1	Cipro	1	2
		MISCELLANEOUS ANTI-INFECTIVES		O'NEIL, WILLIAM EARL'S AGENCY - RETAIL PHARM - CC	4 163035655 4 168006292	
5	Aug 25, 2005	CIPROFLOXACIN 500MG Tab	1	Cipro	1	2
		MISCELLANEOUS ANTI-INFECTIVES		O'NEIL, WILLIAM EARL'S AGENCY - RETAIL PHARM - CC	4 163035655 4 168006292	
6	Aug 25, 2005	CIPROFLOXACIN 750MG Tab	1	Cipro	1	2
		MISCELLANEOUS ANTI-INFECTIVES		O'NEIL, WILLIAM EARL'S AGENCY - RETAIL PHARM - CC	4 163035655 4 168006292	
7	Aug 25, 2005	CLOTRIMAZOLE 100MG Vag Tab	1	Myclo-Gyne	1	2
		ANTI-INFECTIVES FUNGICIDES		O'NEIL, WILLIAM EARL'S AGENCY - RETAIL PHARM - CC	4 163035655 4 168006292	
8	Aug 25, 2005	CLOTRIMAZOLE 500MG & 1% Tab & Cr	1	Canesten 1-Combi Pak	1	2
		ANTI-INFECTIVES FUNGICIDES		O'NEIL, WILLIAM EARL'S AGENCY - RETAIL PHARM - CC	4 163035655 4 168006292	
9	Aug 25, 2005	DACARBAZINE Inj Pd-200mg Pk	1	DTIC	1	2
				O'NEIL, WILLIAM EARL'S AGENCY - RETAIL PHARM - CC	4 163035655 4 168006292	

06/09/2005

ODB Drug Claims History (Detail View)

Ministry Of Health and Long-Term Care
Drug Profile Viewer
Drug Claims Detail

Period: Sep 06, 2005 - Dec 15, 2005

Full Name: YATEC, SHARON JUNE

Address: 4 CATARAQUI ST
KINGSTON, ON
K7K1Z7

Health Number: 1006602609
Date of Birth: Jan 12, 1930
Age: 75
Sex: Female

Warning: May not reflect all medications, limited to available ODB claims

Record 1 to 51 of 51

#	Dispense Date	Generic Name, Strength & Dosage Form	Qty	Brand Name	Est. Days Supply
1	Sep 15, 2005	BROMOCRIPTINE 5MG Cap	1	Parlodel	1
				O'NEIL, WILLIAM EARL'S 4163835655 AGENCY - RETAIL PHARM 4169368292 - CC	
2	Sep 15, 2005	CAPTOPRIL 100MG Tab	1	Gen-Captopril	1
		HYPOTENSIVE DRUGS (FOR DIURETICS SEE 40:28)		O'NEIL, WILLIAM EARL'S 4163835655 AGENCY - RETAIL PHARM 4169368292 - CC	
3	Sep 15, 2005	CHOLESTYRAMINE RESIN Oral Pd-42 Dose Pk	1	Novo-Cholamine Light	1
		ANTILIPEMIC DRUGS		O'NEIL, WILLIAM EARL'S 4163835655 AGENCY - RETAIL PHARM 4169368292 - CC	
4	Sep 15, 2005	CIPROFLOXACIN 250MG Tab	1	Cipro	1
		MISCELLANEOUS ANTI-INFECTIVES		O'NEIL, WILLIAM EARL'S 4163835655 AGENCY - RETAIL PHARM 4169368292 - CC	
5	Sep 15, 2005	CIPROFLOXACIN 500MG Tab	1	Cipro	1
		MISCELLANEOUS ANTI-INFECTIVES		O'NEIL, WILLIAM EARL'S 4163835655 AGENCY - RETAIL PHARM 4169368292 - CC	
6	Sep 15, 2005	CIPROFLOXACIN 750MG Tab	1	Cipro	1
		MISCELLANEOUS ANTI-INFECTIVES		O'NEIL, WILLIAM EARL'S 4163835655 AGENCY - RETAIL PHARM 4169368292 - CC	
7	Sep 15, 2005	CLOTRIMAZOLE 100MG Vag Tab	1	Myclo-Gyne	1
		ANTI-INFECTIVES FUNGICIDES		O'NEIL, WILLIAM EARL'S 4163835655 AGENCY - RETAIL PHARM 4169368292 - CC	
8	Sep 15, 2005	CLOTRIMAZOLE 500MG & 1% Tab & Cr	1	Canesten 1-Combi Pak	1
		ANTI-INFECTIVES FUNGICIDES		O'NEIL, WILLIAM EARL'S 4163835655 AGENCY - RETAIL PHARM 4169368292 - CC	
9	Sep 15, 2005	DACARBAZINE Inj Pd-200mg Pk	1	DTIC	1
				O'NEIL, WILLIAM EARL'S 4163835655 AGENCY - RETAIL PHARM 4169368292 - CC	

12/15/2005

ODB Drug Claims History (Generic Drug View)

Ministry Of Health and Long-Term Care
Drug Profile Viewer
Generic Drug Details: DALTEPARIN SODIUM

Period: Sep 06, 2005 - Dec 15, 2005

Full Name: YATEC, SHARON JUNE   **Health Number:** 1006602609
Address: 4 CATARAQUI ST   **Date of Birth:**   Jan 12, 1930
               KINGSTON, ON   **Age:**   75
               K7K1Z7   **Sex:**   Female

Warning: May not reflect all medications, limited to available ODB claims

Record 1 to 3 of 3

#	Dispense Date	Generic Name, Strength & Dosage Form	Qty	Brand Name	Est. Days Supply
1	Sep 15, 2005	DALTEPARIN SODIUM 2500IU/0.2ML Inj Pref Syr	1	Fragmin	1
		COAGULANTS AND ANTI-COAGULANTS		O'NEIL, WILLIAM EARL'S AGENCY - RETAIL PHARM - CC 4163835655 4169368292	
2	Sep 15, 2005	DALTEPARIN SODIUM 2500IU/ML Inj Sol-4mL Pk	1	Fragmin	1
		COAGULANTS AND ANTI-COAGULANTS		O'NEIL, WILLIAM EARL'S AGENCY - RETAIL PHARM - CC 4163835655 4169368292	
3	Sep 15, 2005	DALTEPARIN SODIUM 10000IU/ML Inj Sol-1mL Pk	1	Fragmin	1
		COAGULANTS AND ANTI-COAGULANTS		O'NEIL, WILLIAM EARL'S AGENCY - RETAIL PHARM - CC 4163835655 4169368292	

Record 1 to 3 of 3

May not reflect all medications, limited to available ODB claims.   Period: Sep 06, 2005 - Dec 15, 2005
Drug History As At: Dec 13, 2005 2:38:06 PM

12/15/2005

6.4 Temporary Reinstatement of Consent

An ODB recipient has the right to withhold consent to the disclosure of all or part of his/her drug claims history by notifying the ministry.

The consent directives of an ODB recipient may not be overridden. However, if an ODB recipient has withdrawn his/her consent and presents himself / herself at a health care facility, the **ODB recipient** or a **Substitute Decision Maker (SDM)** acting on behalf of the ODB recipient, may provide consent to disclose his/her drug claims history. This temporary consent reinstatement permits access to the ODB recipient's drug claims history for one-time only and does not constitute consent to disclose the ODB recipient's drug history on an ongoing basis.

In the case where the ODB recipient has exercised his / her right to withhold consent to the disclosure of his/her complete ODB Drug Claims History; the user will not be able to view any information about an ODB recipient. If a recipient has withdrawn consent, the user will be prompted to request **consent** from either the ODB recipient or a SDM when performing an ODB recipient Search.

In the case where an ODB recipient has exercised his/her right to withhold consent to part of his/her ODB drug claims history, the user will see the ODB Drug History Claims Summary, which will display a default list of the ODB recipient's prescriptions in the past 100 days *excluding* **Masked Drugs.** The user will be prompted to request **consent** from either the ODB recipient or SDM to view all drugs including drugs previously masked.

The temporary consent reinstatement is active while the user is viewing the specific ODB recipient's information in all time periods and in the Summary View, Detailed View, or Generic Drug View. The temporary consent is only valid while the user is navigating through the ODB recipient's drug history. Once the user logs out or performs a new ODB recipient Search, this temporary consent is no longer valid. Note that temporary consent can only be reinstated when the user has performed a **Primary Search**. This feature is not available via the **Alternate Search**.

The **ODB recipient** or a **Substitute Decision Maker (SDM)** must sign the system generated form and the hospital must keep this form for future audit.

6.4.1   Temporary Reinstatement of Consent (Complete Withdrawal)

When performing a **Primary Search** on an ODB recipient who has **withdrawn consent**, the user will be prompted to request consent from the ODB recipient through the ODB recipient Reinstatement Screen. This section will describe the steps to follow in the DPV System to temporarily reinstate consent for an ODB recipient who has withdrawn consent to his/her complete drug claims history.

Note to User

After a user has obtained consent from an ODB recipient or SDM to view his /her drug claims history, the DPV System will temporarily reinstate consent and allow the user to view all drug claims history records. The Ministry of Health and Long-Term Care will be notifying all ODB recipients who have temporarily reinstated consent at health care facilities, advising them of where and when this was done as well as providing them with the opportunity to review/change their consent preferences using the appropriate forms provided by the ministry.

When a user has clicked <Search> after entering an ODB recipient's Health Number into the DPV System, the user may encounter the following screen on the ODB Search Results page. This screen with the message "Drug Information Not Available" indicates that either the patient is not an ODB recipient or the ODB recipient has withdrawn consent to his/her complete drug claims history. The "Stop" sign should prompt the users to consider the need to obtain the ODB recipients' consent to temporarily reinstate consent.

When consent has been provided by the **ODB recipient**, the user will:

1. Select the radio button next to **Patient**

2. If the consent was not obtained by the active DPV System user, then the user should record the last name and the first name of the person who obtained the consent in the Consent Obtained By text boxes.

3. Click **<Submit>**

This screen can be set with default values by clicking on <**Reset**> button. The user can click on <Cancel> button anytime to activate ODB recipient search screen.

The Consent Obtained By field is automatically populated with the name of the DPV System user. However, this value can be changed to reflect the name of the individual other than the DPV System user, who obtained consent from the ODB recipient or Substitute Decision Maker (SDM).

When consent has been provided by the **Substitute Decision Maker**, the user will:

a. Select the radio button next to **Substitute Decision Maker**

b. Type the Last Name and First Name in the **Last Name** and **First Name** fields, respectively

c. If the consent was not obtained by the active DPV System user, then the user should record the last name and the first name of the person who obtained the consent in the Consent Obtained By text boxes.

d. Select the **Substitute Decision Maker** Type in the drop down menu

e. Click **<Print>**

f. Ensure the appropriate party signs the Temporary Consent Override form.

g. Ensure the form is filled for future audit.

Ministry Of Health and Long-Term Care
Drug Profile Viewer
ODB Recipient Search

Print   Français   Close

User: Brown, Mary
Facility: General Hospital

Search Parameters - **Health Number:** 1006602609
Search Date/Time: Aug 17, 2005 2:17:41 PM

New Recipient Search

STOP — **Drug Information Not Available**
Note: Patient may not be an ODB Recipient or Patient may have Withdrawn Consent

ODB Recipient Temporary Consent Reinstatement
ODB Recipients whose consent is reinstated at point of care will receive notice of access to their drug claims histories.

Health Number: 1006602609
Consent Obtained By: Last Name: Brown   First Name: Mary

Consent Provided By: ○ Patient
◉ Substitute Decision Maker

Last Name: Yatec   First Name: David
Type: [▼]
Guardian for the Person
Attorney for Personal Care
Representative Appointed by Consent and Capacity Board
Spouse / Partner
Parent
Child
Sibling
Other Relative

Printer for Ontario | Terms of Use/Disclaimer | Print | Français | Close
1.5.0.0

Annotation boxes:
- Note that a letter will be sent to the patient advising that temporary consent has been reinstated
- If the consent was not provided by the patient, select 'Substitute Decision Maker' button
- Enter First and Last Name and select SDM Type

Available Substitute Decision Maker Types (SDM)

- Guardian of the Person
- Attorney for Personal Care
- Representative Appointed by Consent and Capacity Board
- Spouse / Partner
- Parent
- Child
- Sibling
- Other Relative

This list of SDMs is a *hierarchical list*. Individuals of a lower SDM category should not be making consent decisions when an individual in a higher SDM category exists and is available.

When consent is provided by a Substitute Decision Maker, three required fields are needed. Last Name and First Name must be typed in and the SDM Type must be selected.

The user can only document the collection of temporary consent if the ODB recipient Search is performed via **Primary Search**. If the Alternate Search feature to find an ODB recipient has been executed, the ODB Search Results page will show the message "Drug Information Not Available" but the Temporary Reinstatement of Consent Screen is not available.

6.4.2 Temporary Reinstatement of Consent (Partial Withdrawal)

An ODB recipient has the right to withhold consent to the disclosure of all or part of his/her drug claims history by notifying the ministry. In the case where an ODB recipient has exercised his/her right to withhold consent to part of his/her ODB drug claims history, the user will see the ODB Drug History Claims Summary, which will display a default list of the ODB recipient's prescriptions in the past 100 days *excluding* **Masked Drugs.** The user will be prompted to request **consent** from either the ODB recipient or SDM to view all drugs including drugs previously masked.

Masked Drugs are those drugs (and their generic equivalents) that an ODB recipient does not want disclosed to health care providers.This section will describe the steps to follow in the DPV System to reinstate consent for ODB recipients who have withdrawn their consent to disclosure to part of their drug claims histories.

Note to User

After a user has obtained consent from an ODB recipient or SDM to view his/her entire drug claims history including masked drugs, the DPV System will temporarily reinstate consent and allow the user to view all drug claims history records. The Ministry of Health and Long-Term Care will be notifying all ODB recipients who have temporarily reinstated consent at a health care facility, advising them of where and when this was done as well as providing them with the opportunity to review/change their consent preferences using the appropriate forms provided by the ministry.

The user will be prompted to reinstate consent on the ODB Drug History Claims Summary page as well as the Detail and Generic Drug View pages. To temporarily reinstate consent, the user will follow the same process as above.

The user can only temporarily reinstate consent if the ODB Recipient Search is performed via a **Primary Search**. Consent can be reinstated on the ODB Drug History Claims Summary View, Detail View, or Generic Drug View pages. If the Alternate Search feature to find an ODB recipient has been executed, the user will only be permitted to view the ODB Drug Claims History that the ODB recipient has not masked. The Drug Claims History page will indicate that the ODB recipient has masked certain drugs, but the Temporary Reinstatement of Consent Screen is not available (see the following screen shot).

If an alternate search of a patient has been executed, the user will be permitted to view the ODB Drug History page that will indicate that the patient has masked certain drugs. This Drug Claims History will only include those drugs that were not masked by the ODB recipient. Consent **_may not_** be reinstated if an alternate search has been performed. In other words, a link to reinstate consent will **_not_** be displayed.

7 Other Case Scenarios

The following section demonstrates other possible scenarios a user may encounter when using the DPV System. The scenarios assume that the user has already signed into the DPV System and has reviewed and accepted the Terms of Use and Disclaimer, if applicable. Please refer to section 4: Accessing the DPV System for further details.

7.1 Primary Search: Patient is not an ODB recipient

When a user performs a Primary Search of a patient with a Health Number, it is possible that the patient may not be an ODB recipient.

1. On the ODB recipient Search page:

   a. Enter the patient's Health Number

   b. Click the **<Search>** button

2. When a user has clicked <Search> after entering an ODB recipient's Health Number into the DPV System, the user may encounter the following screen on the ODB Search Results page. This screen with the message "Drug Information Not Available" indicates that either the patient is not an ODB recipient or ODB recipient has withdrawn consent to his/her complete drug claims history.

At this point, the user has two options: 1) obtain consent from the patient or SDM, or 2) discontinue the search for the patient's history after confirming that the patient is *not* an ODB recipient.

If the **"Patient is not an ODB Recipient"** message appears again on the ODB Search Results page, this confirms that the patient is not an ODB recipient.

If the patient is an ODB recipient and the Temporary Consent Reinstatement is successful, then the message **"Patient is not an ODB Recipient"** will not be shown.

7.2 Primary Search: Patient has No Claims History in Specified Period

It is possible that when a user searches for an ODB recipient, no claims appear during the specified time period. When performing a Primary Search of an ODB recipient with a Health Number, it is possible that the recipient does not have any claims.

1. On the ODB Recipient Search page:

    a. Enter the ODB recipient's Health Number

    b. Click the **<Search>** button

2. The Search Results page will display the ODB recipient matching the searched Health Number

    a. Click on the **<Health Number>** or **<Full Name>** links of the ODB recipient

The user will view the ODB Drug History Claims Summary page with the message **"Recipient does not have any claims for this period"**

User may consider selecting an alternate time period.

7.3 Alternate Search: Patient has Withdrawn Consent

If an ODB recipient is unable to provide his/her Health Number, a user can perform a search by providing patient search criteria. If a user performs an Alternate Search on an ODB recipient who has fully withdrawn consent, the user will:

1. On the ODB recipient Search page:

   a. Select the radio button next to **Alternate Search**

   b. Enter the ODB recipient's Last Name, Date of Birth, and Sex (note that these are mandatory fields to perform an Alternate Search).

      i. User may choose to also enter the ODB recipient's first name or first initial. (Please note that the user may prefer to use first initial as exact matches are provided for all other searches)

   c. Click on **<Search>**
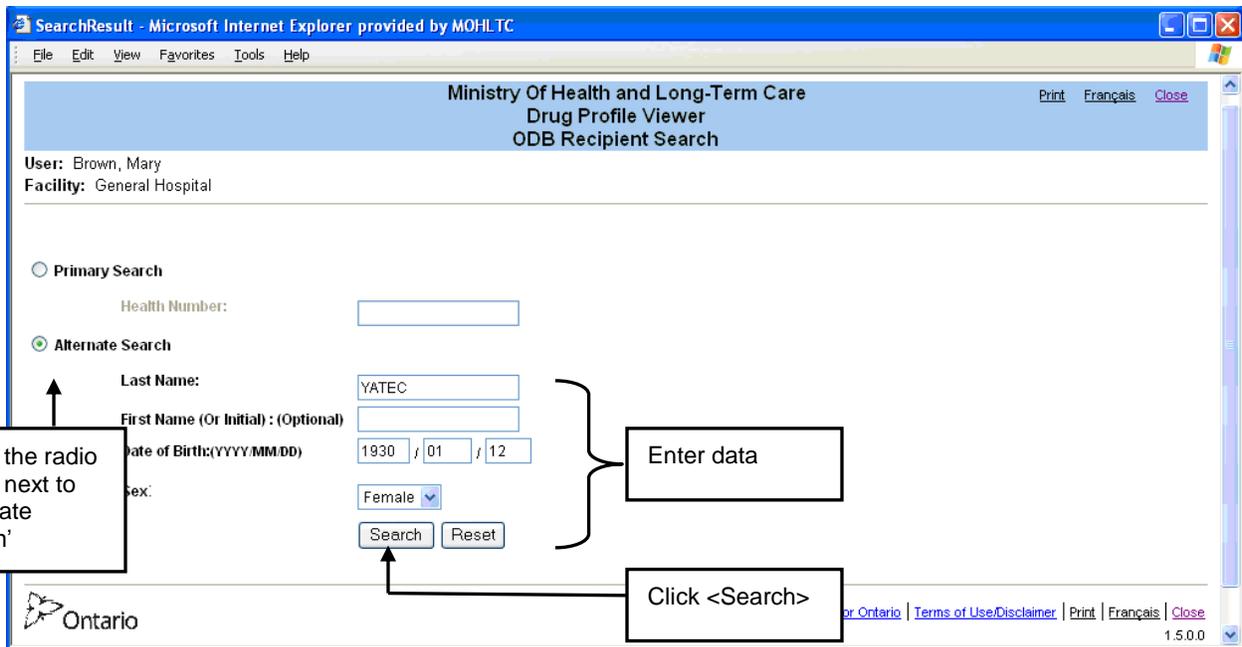
After performing the Alternate Search, a list of ODB recipients that match the criteria will be displayed on the **ODB Search Results** page. After performing the search, two possible ODB Search Results will occur:

    a. One or more names corresponding to the search parameters entered will be displayed; or

    b. There will not be any ODB recipients listed in the ODB Search Results.

In the first case, if an ODB recipient has withdrawn consent, this recipient will not be included in this list as s/he has withdrawn consent.

Consider the following example: In the screen shot below, a clinician has searched for Last Name Yatec, with date of birth 1930/01/12, and female; who has forgotten that her Health Number is 3206597290. The ODB Search Results will provide all ODB recipients who match the search parameters. However, because ODB recipient with Last Name Yatec has withdrawn consent and because the ODB recipient search was performed using the Alternate Search, this ODB recipient will not be listed in the ODB Search Results.

In the second case, if the user performs a search for Last Name Yatec, with date of birth 1930/01/12, and female; who has forgotten that her Health Number is 3206597290, and there

are no other Yatecs who match that criteria, the user will view a screen shot of the ODB Search Results without any ODB recipient entries.

User will view a the ODB Search Results without any ODB recipient entries

7.4 Drug History Views for 30, 100, 180, 365 Days

The user has the ability to select alternate views of the ODB recipient's drug claims history over different time periods (30, 100, 180, 365 days).

The default claims reporting period for the ODB Drug History Claims Summary View is 100 days. Using the radio buttons provided under View, the user has the ability to select alternative views of the ODB recipient's drug claims history over different time periods.

Default claims view shows claims for the past 100 days.

Default claims view shows claims for the past 100 days

To view claims for the past 30, 100, 180 or 365 days, click on the appropriate 'View' radio button.

8 Glossary / Acronyms

DPV	Drug Profile Viewer
e-Health Portal	The website through which the DPV System is accessed
ODB	Ontario Drug Benefit
RMS	Registration Management System
SDM	Substitute Decision Maker
eHO	eHealth Ontario
TDP	Trillium Drug Program

9 Help / Error Messages

A complete list of the application errors are provided below with a description of the error condition and the message that is displayed in the Application Error page.

Users may encounter these errors while using the DPV System. If the user encounters the following error messages, the user should re-execute the function. If after the reattempt, the user continues to view the error message, it is recommended that the user contact the **eHealth Ontario Service Desk (Telephone: 1-877-346-2244)**

Error ID	Description	Message on Error Page
001	This error is generated by the controller page loading the Disclaimer and Terms of Use page.	The Disclaimer and Terms of Use page encountered errors loading, please try again. (Error ID:001)
002	This error is generated by the controller page loading the Recipient Search page.	The Recipient Search page encountered errors loading, please try again. (Error ID:002)
003	This error is generated when Recipient Web Service fails to return successfully after set number of retries.	Search is unsuccessful, please try again. (Error ID:003)
004	This error is generated when Terms of Use Service validation service fails to log successfully.	Your agreement to the Terms of Use cannot be validated at this time, please try again. (Error ID:004)
005	This error is generated when the logging service is unable to complete for IP checking successfully.	Your IP address cannot be validated, please try again. (Error ID:005)
006	This error is generated when the logging service fails for recipient search.	Search is unsuccessful, please try again. (Error ID:006)
007	This error is generated when the logging service fails for recipient search response.	Search is unsuccessful, please try again. (Error ID:007)
008	This error is generated when the logging service fails for Drug History search.	Search is unsuccessful, please try again. (Error ID:008)
009	This error is generated when the logging service fails for Drug History Summary search response.	Search is unsuccessful, please try again. (Error ID:009)
010	This error is generated when the logging service fails for Drug History Detail search response.	Search is unsuccessful, please try again. (Error ID:010)
011	This error is generated when IP Checking configuration setting is set to "Deny Access" and the check fails.	You are not authorized to use the Drug Profile Viewer from this Facility. Your IP address is xxx.xxx.x.x. (Error ID:011)
012	This error is generated by the controller page loading the Recipient Search Result page.	The Recipient Search Result page encountered errors loading, please try again. (Error ID:012)

Error ID	Description	Message on Error Page
013	This error is generated by the controller page loading the Drug History page.	The Drug History page encountered errors loading, please try again. (Error ID:013)
014	This error is generated if the IP Checking service is unavailable.	The IP Address Validation Service is Not Available. (Error ID:014)
015	This error is generated when drug History Summary Web Service fails to return successfully after set number of retries.	Search is unsuccessful, please try again. (Error ID:015)
016	This error is generated when Drug History Detail Service Web Service fails to return successfully after set number of retries.	Search is unsuccessful, please try again. (Error ID:016)
017	This error is generated when IP Checking service fails to return successfully.	The IP Blocking call failed. (Error ID:017)
018	This error is generated when an error is encountered when processing the Recipient Search response.	An error was encountered loading the Recipient Search results, please try again. (Error ID:018)
019	Error generated when an error is encountered from the Facility Name component.	Facility name cannot be displayed, please try again. (Error ID:019)
020	This error is generated when IP Checking configuration setting is set to "Deny Access" and the check fails.	Warning - You are an authorized user but you are not authorized to use the Drug Profile Viewer Application from this Hospital Facility. (Error ID:020)
997	This error is generated when the .NET runtime environment detects Dangerous or Illegal input and it is trapped in Global.ASAX application error event.	You are entering data that is deemed unsafe content into this application. (Error ID:997)
998	This error is generated when the application does not have a gateway through the portal and is in a production environment.	This application must be accessed through the portal infrastructure. (Error ID:998)
999	General unhandled error-trap for the application generated in Global.ASAX application error event.	The system has encountered an 'Unspecified Error'. (Error ID:999)

Application error 999 is a high level trap for any unhandled errors in the application code.

10 Drug Profile Viewer System Terms of Use & Disclaimer

The Ministry of Health and Long-Term Care (the "Ministry") has developed the Drug Profile Viewer (DPV) System to provide authorized health care providers with secure and timely access to the prescription drug claims information of patients who are Ontario Drug Benefit (ODB) recipients and who have not withdrawn consent to the disclosure of this personal health information ("ODB Data").

Your sponsoring organization has entered into an Agreement with the Ministry to implement the DPV System in order to assist its health care providers to identify and prevent adverse drug reactions and to support the provision of timely and appropriate health care.

By selecting the "I Agree" button, you are agreeing to accept and adhere to the following terms and conditions of access and use of the DPV System.

1. By logging into the DPV System, you represent and warrant to the Ministry that you are an Authorized User of the DPV System and have thereby satisfied the following preconditions of access:

   a   you have signed an Authorized User Agreement as provided by your sponsoring organization(s);

   b   you have been enrolled by eHealth Ontario (eHO) as an authorized user of the DPV System; and

   c   you have agreed to abide by the terms and conditions of acceptable use imposed by eHO in respect of its products and services and the technology infrastructure used by eHO to provide such products and services.

2. As an Authorized User of the DPV System, you agree to:

   a   comply with all applicable laws, rules or regulations, judicial decisions, administrative orders, or other decisions or enactments pertaining to the protection and confidentiality of personal health information including, but not limited to, the *Personal Health Information Protection Act,* 2004, S.O. 2004, c.3 Sched. A (PHIPA) and all regulations thereunder, as may be amended from time to time;

   b   comply with the terms and conditions of the written Authorized User Agreement for the DPV System including, but not limited to, the following:

   i   you will use only your own user name and password to access and use the DPV System;

   ii   you will not disclose your password to anyone including other Authorized User of the DPV System;

   iii   you will not allow others to use the DPV System while you are logged in and you shall ensure that you are logged out after each session of use;

   iv   in the event that you suspect that the security of your password has been compromised, you shall notify the system administrator of your sponsoring organization(s) and change your password as soon as reasonably possible;

   v   you shall access the DPV System only for the purpose of providing health care to ODB recipients or providing services which will facilitate, support or assist in the provision of health care to ODB recipients seeking care at your sponsoring organization;

vi   you shall only access the DPV System within the sponsoring organization (s) with whom you have entered into an Authorized User Agreement;

vii   you will not gain or attempt to gain electronic access to ODB Data other than through your sponsoring organization's connection to the eHO Managed Private Network;

viii   you will take reasonable steps to prevent the loss or theft of ODB Data and to prevent access to ODB Data through the DPV System by persons other than Authorized Users;

ix   in the event that ODB Data is stolen or lost or if ODB Data is accessed through the DPV System by persons other than Authorized Users ("Incident"), you shall report the Incident to the appropriate authority within your sponsoring organization(s) at your first reasonable opportunity;

x   you will not use the Temporary Consent Reinstatement feature of the DPV System to access an ODB recipient's ODB Data unless the express consent of that ODB recipient (or her/his substitute decision-maker) has been obtained and recorded in the DPV System (NB: the Ministry issues follow-up notices to all ODB recipients whose consent is reinstated during an episode of care);

xi   you will provide all assistance your organization may request in regard to any relevant privacy concern, including complaints of individuals, and complaints and reviews conducted by the Information and Privacy Commissioner of Ontario.

3. Audit trail information in respect of all DPV System activity will be available to your sponsoring organization(s) and the Ministry.

4. If the Ministry, in its sole opinion acting reasonably, finds that you have breached a condition of the Authorized User Agreement, the Ministry may require your sponsoring organization(s) to terminate your status as an Authorized User.

5. **DISCLAIMER** The Ministry makes no warranties, representations, conditions, promises or indemnities of any kind, express or implied, statutory or otherwise, with respect to the operation of the DPV System or accessibility of ODB Data. The Ministry makes no warranties, representations, conditions, promises or indemnities of any kind, express or implied, regarding the accuracy, completeness, reliability, currency or veracity of the ODB Data accessible through the DPV System and assumes no liability for any diagnostic, treatment, health care decision or any other decision or action taken by any person using the ODB Data. The ODB Data that is accessible through the DPV System:

a   is limited to information related to those drug claims that pharmacies have submitted to Ontario to date in respect of ODB recipients for approved drug products of the ODB Program;

b   is only that portion of the drug claim information that the ODB recipient has consented to release; and

c   may not necessarily contain all of the current medications that the ODB recipient may be utilizing at any time.

The inclusion of a drug claim in the DPV System drug claims profile of a patient means that the claim has been submitted to the Ministry by the dispensing pharmacy but does not imply that the patient has picked up the medication from the dispensing pharmacy or that the patient is taking the medication as prescribed. This information is advisory only and is not intended to replace sound clinical judgment in the delivery of health care services.

The Ministry shall not be liable to you or any other person, for any losses, expenses, costs, damages or liabilities or any causes of action, actions, claims, demands, lawsuits or other proceedings in any way based upon, occasioned by, attributable to, or arising out of this Agreement, by reason of your use of the DPV System and ODB Data, or any failure by you to comply with this Agreement.